



Information Industry Services
814 North W. 10th Street
P.O. Box 100
Milwaukee, WI 53202
Office 414-227-2990
Fax 414-578-1110

Dana C. Wood
General Manager
Customer Service

August 25, 1994

Ms. Jeri Habbyslaw
Vice President
Tasco Telemessaging Service
7441 W. Ridgewood Drive
Cleveland, OH 44129

Dear Ms. Habbyslaw,

I wanted to apologize again for the unauthorized contacts you received from a third party Centrex provider on August 19 and August 23. I am sure that you are aware that the Ameritech Information Industry Service Center (AIISC) does not, in any way, condone nor encourage this kind of impropriety. It is, simply, not Ameritech policy to share proprietary account information with anyone outside of the company. I would also assure you that sharing account information within Ameritech is only done on a need to know basis. Therefore, situations like this should never occur at any time.

The root cause of this, unfortunate, incident has turned out to be erroneous information in one of Ameritech's ordering systems. The Tasco account was, somehow, mismarked and two separate Ameritech Market Units believed that the account was theirs. Since the AIISC utilizes a direct channel into the ordering system, when servicing your account, our Service Representatives are able to recognize that your account is proprietary. However, the Ameritech Account Manager had information that indicated Tasco was his account. The Account Manager's information did not identify Tasco's account as proprietary. That is why you were contacted by the third party provider. The Account Manager, truly, believed that he had Tasco's best interests in mind when he suggested that the third party contact you.

It is my hope that this situation can be turned into a valuable lesson for all of those involved. Undoubtedly, this hope is of little consolation to you and Tasco. Still, if we can come away with a stronger customer focus and commitment then, perhaps, we have gained some valuable insight.

Once again, please accept my apologies for this incident. It is never Ameritech's intent to frustrate any of its customers, particularly, valued customers like Tasco. Further, if I or my staff can be of any assistance, please contact us immediately. I can be reached at 414-227-2990 and Fred Christensen can be reached at 414-227-2908. We will be more than happy to meet your needs as soon as possible.

Sincerely,

Dana C. Wood

cc: R. Weger
V. Marks
W. Roemer
S. Samhric



8/31/94

Page 1

Incidents of Calls Aug 18 & Aug 23

Aug 18 approx 4th I rec'd a call from a person representing himself as a third party Centrep provider and that he could save Tascos money by changing to Centred from regular business lines.

Jeri question: How do you know anything about Tascos account?

Ans. "I was given your name by Scott Sambric of Amintech, he is your rep."

Jeri "I find it strange that you know Mr Sambric is my rep and I don't. I want to know how you knew he is on Tascos acct and did he really that this is a proprietary acct."

At this point I requested Mr Sambric phone number. He said to say I did not get it.

I immediately called Milwaukee and spoke with Fred Christensen who assured me that he would call me as soon as he could and what happened.

On the morning of Aug 23. This same party called again leaving a message for the decision maker that he knew that Tascos had 14 business lines "that we could wheel and deal".

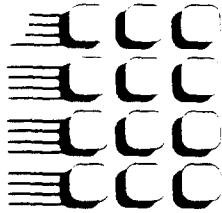
I again called F. Christensen, before said anything about second call, I requested a conference call with Mr. Sambris, which I did get.

Please see letter of apology.

Jeri Thompson
Tasco. (Ohio)
216-845-546

cc: Clarence Taylor
Telemessaging Inc. Inc
Baltimore, Md

cc: Association of Telemessaging
Services International Inc (ATSI)
c/o Steve LaPierre
1150 South Washington St.
Suite 150
Alexandria, Virginia 22314

TASCO

**TeleMessaging
Centers****Metro Baltimore**

Suite 105
6600 York Road
Baltimore, MD 21212-2073
(410) 377-3000
FAX (410) 377-2631

**District of Columbia
Suburban Maryland**

Suite 206
4650 East-West Highway
Bethesda, MD 20814-3409
(301) 654-5500
FAX (301) 654-1071

Metro Cleveland

Suite 130
7441 W. Ridgewood Drive
Cleveland, OH 44129-5595
(216) 845-5400
FAX (216) 845-1414

Northern Virginia

Suite 303
10720 Main Street
Fairfax, VA 22030-3794
(703) 273-3250
FAX (703) 591-0847

Central Virginia

Suite 232
8003 Franklin Farms Drive
Richmond, VA 23229-5107
(804) 282-3000
FAX (804) 289-5368

Tidewater Virginia

Suite 300
101 Granby Street
Norfolk, VA 23510-1638
(804) 622-5700
FAX (804) 622-4084

Executive Offices

Suite 203
6600 York Road
Baltimore, MD 21212-2024
(410) 377-3000
FAX (410) 377-9386

56
YEARS
OF
SERVICE

June 7, 1993

Martha V. Lockwood, E.V.P.
ATSI
1150 South Washington Street
Suite 150
Alexandria, VA 22314

Dear Martha:

I am enclosing copy of letter from C&P in Norfolk, VA informing us that through an error they took us out of service for four hours and thirty three minutes.

The hours from 5PM until 10PM on May 24th could not have been at a worse time.

Another example of how we are at the mercy of the Teleo.

Sincerely,

C. "Bud" Taylor
President/CEO

CT/km

We take your calls...personally.™

FROM

6. 5. 1993 0159

P. 2

A Bell Atlantic Company
C&P Telephone

741 MONTECELLO AVENUE
Norfolk, Virginia 23510
June 2, 1993

Jerry McKee - Sr. Network Technical Engineer - SPRINT

Re: 48/HUGB/76/W27/CV Trouble Report

Jerry,


Records indicate that C&P received a report from SPRINT at 17:08 EDT on May 24, 1993. The initial tests performed by the Special Service Center personnel in Richmond indicated that the circuit was open at the Grace St Central Office. The report was handed off to the Central Office personnel for final isolation and repair. The trouble was cleared and restored to SPRINT at 21:46 EDT.

A post trouble investigation revealed that the circuit had a C&P internal order pending that was to reroute the circuit onto a different facility at the Grace St. Central Office. This order had not been completed; however, an error in the records indicated it had been completed. This error allowed for the facilities at Grace St. to be marked as available for reassignment. This precipitated the events that led to the SPRINT circuit being disconnected in error on May 24th and a new circuit installed. Investigation did reveal that the C&P technicians were concerned there was a working circuit on the facilities when installing the new circuit, but when it was monitored, only an unframed QRSS was observed. This condition is indicative of a unassigned circuit.

The record error that led to the initial disconnect also complicated the restoral and led to a longer than normal duration for the outage. A complete recap of this trouble has been reviewed with all personnel involved. Additional steps have been initiated to prevent any similar troubles.

Please call me if you have any further questions regarding this outage.

Sincerely,


John Eason
Service Manager
Bell Atlantic



660 HIGH ST. N.E., SALEM, OR 97301 • (503) 363-0056

April 13, 1992

The Honorable Mike Kopetski
530 Center St., N.E.
Salem, OR 97301

Dear Congressman Kopetski:

I am writing to you to express our grave concern and to ask for your help on behalf of twenty employees and ourselves.

U.S. West Communications is putting us out of business and they are doing so by the marketing of competitive services jointly through their MONOPOLY services.

Business Connections, Inc. and its predecessors have provided 24 hour "Live" Telephone Answering Service since 1949, and has provided Voice Mail and Radio Paging services since the mid 1980s. We are dependent upon U.S. West Communications, the local TELCO MONOPOLY for "local loop" services. The breakup/divestiture of AT&T specifically prohibited the seven "Baby Bells" from providing competitive services, such as Voice Messaging, Information Services, Equipment Manufacture and Inter Lata long distance through their Monopoly entity.

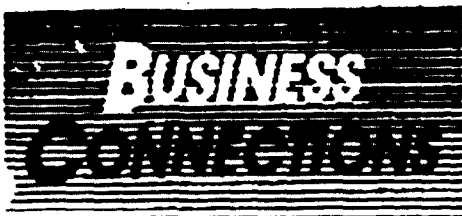
The RBOCs "have been getting their message across at an expense of nearly \$25,000,000.00" according Congressman, Dennis Eckart of Ohio. They claim they're unable to compete. Their profits prove otherwise.

As our Congressman, you will be voting on H.R. 3515 very soon. We ask you to protect our jobs and small business from Unfair Competitive Practices by U.S. West & other RBOCs by being sure the following requirements are in H.R. 3515. a) CPNI (Customer Proprietary Network Information) must be private unless the customer gives written authorization to release it. b) The Telcos must not be allowed to joint market their Monopoly services with competitive services. c) H.R. 3515, the Cooper bill should include the only truly effective safeguard which is to require the Telcos to offer these competitive services through Non-Monopoly, separate subsidiaries as in Georgia and Washington, D.C.

Attached are copies of a Customer's letter and my letter to the Oregon PUC describing an actual abuse of joint marketing by U.S. West Communications. Thankyou in advance for your help. (This our last hope for a "Level Playing Field.

Sincerely,

A handwritten signature in cursive script, appearing to read "Clifford Moeller".
Clifford Moeller, President



Please Reply To:

☒ Salem Office
660 High St., N.E.
Salem, Oregon 97301
(503) 363-0056

☐ Portland Office
1215 S.W. Alder St.
Portland, Oregon 97205
(503) 228-3327

January 27, 1992

Public Utility Commission of Oregon
Attn: Ron Eachus, Chairman
Labor & Industries Bldg.
Salem OR 97310-0335

Dear Commissioners:

This is a typical example of the misinformation and abuse a monopoly telephone company, especially a regional bell operating company, exerts when co-marketing monopoly services with competitive services.

In this situation, we were fortunate enough to salvage the customer, but usually the customer says "Well, I'm already set up with the telephone company and I don't want to go through this again and lose my deposit with them; I'll just stay with them although I don't like the way it was handled."

The above scenario is occurring regularly. We experience it several times a week, but it is a rarity that the customer is willing to open up to us and take the time to help us document these abuses.

Again, we submit to you that the only truly effective safeguard to eliminate these Telco abuses, is to require separate subsidiaries as in Georgia and Washington, D.C..

Thank you in anticipation of your understanding and help.

Sincerely,

A handwritten signature in dark ink, appearing to read "Clifford D. Moeller". The signature is fluid and cursive, with the first name "Clifford" being more prominent.

Clifford D. Moeller, President

P.S. The twenty employees of Business Connections, Inc. also thank you.



Date: January 2, 1992

Public Utility Commission of Oregon
Attn: Myron Katz, Chairman
Labor & Industries Building
Salem, OR 97310-0335

Dear Commissioners:

I'm upset with my phone company, U.S. West. During December of this year I called U.S. West for an order change - switching from variable call forwarding to call forwarding busy line/don't answer.

After investing time in setting up my voice mail/paging service with an independent company, I ran into problems. When I spoke with U.S. West regarding changing my phone service to call forwarding busy line/don't answer, they told me that it wouldn't work because my voice mail/paging company wasn't properly equipped to handle this type of call forwarding. U.S. West then informed me that if I wanted to use U.S. West's voice messaging that it would work, so I placed an order with U.S. West for voice messaging.

When I called the independent voice mail/paging company to cancel service with them, they said that I had been misinformed and that call forwarding busy line/don't answer would work. The independent provider then called U.S. West and got the service working.

What should have been a five minute telephone call turned into several wasted hours of my time, and the independent company that I've been doing business with since August of 1990 almost lost a customer. Please take appropriate measures to prevent this type of problem from occurring again. Thank you for your time.

Sincerely,

Eric Jannsen Vice President

Eric Jannsen
Integrity Home Inspection

ANSERCOMM

COMPLETE COMMUNICATIONS

205 Chester Avenue
Moorestown, NJ 08057

Tel (609) 234-4100
Pennsylvania (215) 677-1300
Florida (305) 973-4500

Association of Telemessaging
Services International, Inc.
1150 South Washington Street
Suite 150
Alexandria, VA 22314

Attn: Ms. Martha J. Lockwood
Executive Vice-President

Dear Ms. Lockwood:

I'm sure by now your getting your plate full of many problems as the new director of the association, particularly correspondence from old-time members like me.

The subject is the endemic interference with our business that prevails with the new telephone company voice mail system. As we know there is supposed to be safe guards that protect us from interference by the telephone company. Most problems transparently pass by and are not recognized in time to do something about. This, however, is a more blatant experience that requires the advisement of whomever can initiate action in the future.

As you can see from the copy of my company's service order enclosed, we did engage a service order from Anthony Acchitelli. Mr. Acchitelli was pleased to become a customer of our company, but was dissuaded from such when speaking to the phone company when initiating his call forwarding service order. When speaking to the telephone company business office about call forwarding, a very active sales presentation was made regarding the telephone company voice mail services and he was encouraged to discontinue the service arrangement with us for live service, and instead engage the telephone company voice mail.

You, of course, can add this to your file of interference and problems that have occurred on a repetitive basis that may eventually lead to the destruction of our industry as it exists today.

*Steve L.
This is our
latest "horror stories."
-M.
11/1/83*

ANSERCOMM
COMPLETE COMMUNICATIONS

205 Chester Avenue
Moorestown, NJ 08057

Tel (609) 234 4100
Pennsylvania (215) 677-1300
Florida (305) 973-4500

Page 2

Telephone Company Voice Mail

I hope that this information is helpful in the associations continuing endeavor to create some equity in this area. If you could please advise me as to who else I can correspond with regarding issues such as this it would be most appreciated.

Yours very truly,



Anthony Greenfield
President

AG:dae

Enclosure

Account No 111359	Write up date 8/2/93	New Acct X	Disconnect X	Sales code #2
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ANSERCOMM

ORDER OR CANCELLATION

ACCOUNT INFORMATION				
Name Anthony Acciulli				
Address				
Address				
City	ST	Zip		
Attention		P.O. #		
Start of disc date 8/2/93		Bill Account No.		
Contact phone DAY	FAX #	Contact phone NIGHT		
Social Security #	Date of birth	Fax #		

INITIAL PAYMENT INFORMATION	
METHOD OF PAYMENT \$	
<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Bill Acct. <input type="checkbox"/> Other	
<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express	
Credit card number	Exp. date
Check #	P.O. # Auto Pay? <input type="checkbox"/> Yes <input type="checkbox"/> No

TAX CODES (FOR ACCOUNTING USE ONLY)
CIRCLE ONE
0 - TAX EXEMPT (Must have copy of tax exempt certificate)
1 - FLORIDA GROSS RECEIPTS TAX 2.25%
2 - NEW JERSEY SALES TAX 6%
3 - PENNSYLVANIA SALES TAX 7% (PHILADELPHIA ONLY)
4 - PENNSYLVANIA SALES TAX 6% (OUTSIDE PHILADELPHIA)

CUSTOMER ACKNOWLEDGEMENT	
I personally have read, understood and accepted the terms and conditions on this order and authorize Ansercomm to investigate my credit and certify that the above personal information is true and correct.	
Customer Signature _____	date _____
Print name _____	title _____
White-Acco g Canary-Files Pink-Sales Gold-Customer	

PERMANENT CHARGES		
110. Answering Service		
113. Voice Mail		
333. Auto Fax		
117. Mail svc.		
111. Wake-up		
229. Equipment Rental		
115. Billing Charge		
119. Cellular Service		
Moble ESN#		
Mobile Phone #		
115. Paging Svc.		
224. Paging Ins.		
118. Warranty		
Cop Code		
Serial #		
Beeper #1		
Beeper #2		
Allow	Over	
339. Patches		
440. In Units		
441. Out Units		
444. Cost per min.		
556. Alpha Page		
340. Live Time		
341. Voice Mail Time		
342. Patch Time		
OWNERSHIP CIRCLE ONE		
(A) ANSERCOMM (C) CUSTOMER		
COVERAGE _____		
COST FACTOR _____ NETWORK _____		
SALES REP ON OFF CHECKLIST ()		
AI _____	Fax _____	Sched _____
Clear state _____	D.I.D. Log _____	Voice Mail _____

CHARGES FOR 1ST BILLING	
994. Deposit	
993. Installation	
664. Programming Fee	
888. Equipment Purchase	
771. Returned Eq. Credit	
887. U.P.S. Charge	
660. Warranty	
662. Accounting fee	
668. Parts/ Supplies	
991. Partial Period	
990. Misc. Charge	
TOTAL	
FINAL CHARGES / CREDITS FOR DISC.	
884. Deposit Credit	75.00
996. Termination Credit	
661. Lost Equip. Fee	
990. Misc. Charge	
773. Late Chg. Credit	
997. Excess Unit Credit	
772. Service Credit	35.11
995. Misc. Credit	79.00
Reason For Disconnect Acct was never used. He called us and to get the bill forwarded.	
COMMENTS OR SPECIAL NOTES Looked up the price for a sales rep. for their year. So he went with them.	
INITIALS	
Sales rep OX	
Accounting	

11/1/93 7/13/93 Acct #2

ANSERCOMM

ORDER OR CANCELLATION

ACCOUNT INFORMATION

Name Anthony Accintelli
 Address 791 White Plains Drive
 Address _____
 City Trenton, NJ ST NJ Zip 08612
 Attention LOU. P.O. # _____
 Start or disc. date 7/13/93 Bill Account No. M1359
 Contact phone DAY 607-251-1111 FAX # _____ Contact phone NIGHT _____
 Social Security # 180-36-1570 Date of birth 7-2-46 Fax # _____

INITIAL PAYMENT INFORMATION

METHOD OF PAYMENT, \$ 139.00
☐ Cash ☐ Check ☒ Credit Card ☐ Bill Acct. ☐ Other
☐ Visa ☒ Mastercard ☐ American Express
 Credit card number 3351 6490 1406 1957 Exp. date 2/95
 Check # _____ P.O. # _____ Auto Pay? ☐ Yes ☐ No

TAX CODES (FOR ACCOUNTING USE ONLY)

CIRCLE ONE
 0 - TAX EXEMPT (Must have copy of tax exempt certificate)
 1 - FLORIDA GROSS RECEIPTS TAX 2.25%
 2 - NEW JERSEY SALES TAX 6%
 3 - PENNSYLVANIA SALES TAX 7% (PHILADELPHIA ONLY)
 4 - PENNSYLVANIA SALES TAX 6% (OUTSIDE PHILADELPHIA)

CUSTOMER ACKNOWLEDGEMENT

I personally have read, understood and accepted the terms and conditions on this order and authorize Ansercomm to investigate my credit and certify that the above personal information is true and correct.

Customer Signature _____ date _____

Print name _____ title _____

White-Accounting Canary-Files Pink-Sales Gold-Customer

PERMANENT CHARGES

110. Answering Service	<u>35.00</u>
113. Voice Mail	
333. Auto Fax	
117. Mail svc.	
111. Wake-up	
229. Equipment Rental	
116. Billing Charge	
119. Cellular Service	
Mobile ESN#	
Mobile Phone #	
115. Paging Svc.	
224. Paging Ins.	
118. Warranty	
Cap Code	
Serial #	
Beeper #1	
Beeper #2	
339. Patches	
440. In Units	
441. Out Units	
444. Cost per min.	<u>0.54</u>
556. Alpha Page	
340. Live Time	
341. Voice Mail Time	
342. Patch Time	

OWNERSHIP CIRCLE ONE

(A) ANSERCOMM (C) CUSTOMER

COVERAGE _____

COST FACTOR _____ NETWORK _____

SALES REP ON OFF CHECKLIST ()

AI _____ Fax _____ Sched _____ Voice Mail _____
 Clear state _____ D.I.D. Log _____

CHARGES FOR 1ST BILLING

994. Deposit	<u>25.00</u>
993. Installation	
664. Programming Fee	<u>29.00</u>
888. Equipment Purchase	
771. Returned Eq. Credit	
887. U.P.S. Charge	
660. Warranty	
662. Accounting fee	
668. Parts/Supplies	
991. Partial Period	
990. Misc. Charge	
TOTAL	

FINAL CHARGES / CREDITS FOR DISC.

884. Deposit Credit	
996. Termination Credit	
661. Lost Equip. Fee	
990. Misc. Charge	
773. Late Chg. Credit	
997. Excess Unit Credit	
772. Service Credit	
995. Misc. Credit	

Reason For Disconnect _____

COMMENTS OR SPECIAL NOTES

Verified address.

INITIALS

Sales rep AC
 Accounting _____

11/11/93

**TEXAS ASSOCIATION OF TELEPHONE ANSWERING SERVICES
REPORT OF CLIENT LOST (OR NEARLY LOST) TO
SOUTHWESTERN BELL CALLNOTES OR BUSINESS VOICE MAIL**

Make copies of this blank form. Complete copies as needed and mail or fax immediately.

This client was (circle one): LOST NEARLY LOST

Client or Company Name: TRANS MANAGEMENT

(* see note at bottom)

Client's Address: 8370 Westview City & ZIP: HOUSTON, TX

Client's Phone: (213) 782-8834 Disconnect Date: 11-23-93

Name of person requesting that service be stopped: DELLY ROULEAU

Please ask this person to be as specific as possible about how they (or whomever in their company) were solicited by SW Bell for CallNotes or Business Voice Mail.

Check one:

☐ As a new client, they called SW Bell to order Call Forwarding and were solicited.

☐ Client called SW Bell Repair to report trouble and were solicited.

☒ Client called SW Bell to order their phones moved and were solicited.

☐ Client called SW Bell to order an additional line and were solicited.

☐ Client called SW Bell to ask about their bill and were solicited.

☐ Client responded to SW Bell radio, TV or print advertising.

☐ Client responded to SW Bell phone bill insert.

☐ Client responded to SW Bell telemarketing (phone solicitation).

☐ Other - Please explain in some detail:

Your Business Name: Fallon Communications TATAS Member?: YES NO

Address: 8582 Katy Freeway Ste 220 Phone: (213) 468-4123

Person preparing this report: MTLr Weinstein Date: 11/23/93

MAIL IMMEDIATELY TO: Mark Hastings, TATAS PUC Committee
825 West 11th, Austin TX 78701

OR FAX TO: 512-472-1558

*Note: If you nearly lost this client and were able to save them, you do not have to list their name. Instead you may list a code number or some other way you can identify them later if needed.



New England
Telephone

A NYNEX Company

August 1993

A SPECIAL FREE OFFER FOR SELECT CUSTOMERS:
TRY NEW ENGLAND TELEPHONE'S
NEW CALL ANSWERING SERVICE FREE!

Dear Preferred Customer,

We believe you are one of our customers who probably has enough complications in your life already. But worrying about getting your phone messages doesn't have to be one of them anymore. That's because we're making this very special offer to you on our new Call Answering service available in your area for the first time.

Call Answering lets you receive messages from anywhere -- without answering machine hassles and with the assurance of complete privacy. It even allows you to receive a message while you're on the phone with another call. In fact, Call Answering makes traditional answering machines virtually obsolete. And we're so sure that you'll agree, we want you to try it for yourself, absolutely free.

Call Answering: The Simple And Reliable Solution

An answering machine, no matter how high-tech or expensive, can be a bother. Tapes wear out. Messages get lost. The machine clutters your home. And when it breaks ... well, it's time to buy a new one. That's where Call Answering comes in.

Call Answering -- a voice messaging service -- is part of New England Telephone's network, so you don't have to worry about tapes breaking or parts wearing out. It even works during power failures. All you need is a touch-tone phone. And Call Answering's optional multiple mailbox feature makes it an even better choice for families, teenagers, roommates and people who work at home. With multiple mailboxes, you can separate business and personal messages automatically.

You've probably heard about this service already, but you may not be familiar with many of its benefits. Call Answering ...

- records messages while you're on another phone call
- allows you to selectively hear, save and delete messages
- is easy to set up and easy to use
- won't distort or cut off your messages

This service is undoubtedly being offered (over please) under "Regulated Services" but when they
Aviso Importante Si le gustar  hablar con un representante quien habla espa ol, llame Ud. al 1-800-287-2999, extensi n 187, de lunes a viernes, 8:30 a.m. a 8:30 p.m.

Start to make money on it, it will then be put into "UNREGULATED" which a magic show

for my customers

2 Cans. 11

The Message Center Descriptions and Instructions

The Message Center

The Message Center is a voice messaging service offered by Pacific Bell Information Services, a subsidiary of Pacific Bell.

What The Message Center Does

- Answers calls when you're on the line or not at home.
- Requires no special equipment.
- Allows you to check messages from almost any touch-tone phone.
- Tells you the exact date and time of every message.
- Lets you send messages to other users of The Message Center or to groups of users.
- Allows each household member to have a separate mailbox to assure personal privacy (optional feature).

To order The Message Center, call toll-free 1-800-273-7000

Write your call-in number here:

Definitions

Mailbox - Where your messages are received and stored.

***Your Call-In Number** - The number you call to reach The Message Center and retrieve your messages.

Mailbox Number - The same as your home phone number.

Password - Your private personal identification number between 4 and 13 digits to open your Message Center mailbox.

Personal (regular) Greeting - The message you record that callers will hear when you're not answering your phone.

Alternate (temporary) Greeting - You can record an alternate or temporary greeting that's different than your regular greeting.

Getting Started

To set-up your mailbox, follow these simple instructions on or after the date your service is installed. Use the call-in number given to you, when you ordered The Message Center.

Main Mailbox Set-Up

1. Before you call in:

- Choose any number or word 4 to 13 digits long for your password and write it down. Don't start with "0".
- Think about what greeting you want people to hear when they call you and write it down.

2. Next, dial The Message Center call-in number **from your home phone**. You will be guided through simple voice instructions. (If you are not at home and want to set-up your Message Center mailbox, please call our customer service department.)

3. Dial your mailbox number (your 7-digit telephone number) and press the "*" button.

4. Enter the password you've selected and press the "*" button.

5. Follow the voice instructions to confirm your password and record your greeting.

You can change your password as often as you like. It's easy.

1. Upon entering your mailbox, press 3.

2. Press 1 and enter your new password, plus the "*" button.

3. Press the "*" button to cancel, or press the "*" button again to confirm.

Extension Mailbox Set-Up

If you also order Extension Mailboxes, follow these simple instructions.

1. Before you call in:

Choose a password for each Extension Mailbox - a number or word 4 to 13 digits long. Choose Extension passwords different from your Main Mailbox password to ensure each user's privacy.

2. Next, call The Message Center from your home phone using your call-in number.

3. When The Message Center answers, do not enter the password for your **Main Mailbox**. Instead, press the "*" button. Enter your seven-digit home phone number followed by the "*" button again.

4. Enter your single-digit **extension** number and press the "*" button.

(Tip: Your Main Mailbox is always Extension 1 so the first Extension Mailbox is Extension 2, the second Extension Mailbox is Extension 3, etc.)

5. Enter the extension password you selected and press the "*" button.

6. Follow the voice instructions to confirm your password and record your personal greeting.

7. Hang up and repeat steps 2 to 5 for each Extension Mailbox. Once you have set-up all Extension Mailboxes, record a greeting for the Main Mailbox which directs callers to the correct Extension Mailbox.

To reach customer service, call toll-free 1-800-675-9005

8:00 a.m. - 7:00 p.m., Monday-Friday
8:00 a.m. - 5:00 p.m., Saturday

For recorded instructions, call toll-free 1-800-540-9989

How to Reach The Message Center

To reach The Message Center from your home phone:

1. Dial your call-in number.

2. Enter your password and press the "*" button.

To reach The Message Center when you're away from home

1. Dial your call-in number.

2. Enter your password and press the "*" button.

3. Enter your mailbox number (your home telephone number) and press the "*" button. If you are dialing a call-in number with a different area code than your home phone, you will need to enter your area code as part of your mailbox number.

You are now in your Message Center mailbox. Follow the voice instructions.

Customer Guide

The Message Center Descriptions and Instructions

Listening to Your Messages

To review your messages, press 1. You will first hear new messages, followed by those previously saved and those erased. After each message you must either:

- Press 1 to repeat the message.
- Press 2 to save the message.
- Press 3 to erase the message.
- Press 4 to reply to the message.
- Press 5 to forward the message to another mailbox.
- Press the "*" button to skip to the next message.
- Press "0" twice for help anytime.
- To exit the Message Center, press "+" repeatedly until you hear "Goodbye."

Message Listening Tips

While reviewing messages you can:

- Back up 10 seconds, by pressing 7.
- Go back to the beginning of any message, by pressing 77.
- Pause for 20 seconds, by pressing 8.
- Move ahead 10 seconds, by pressing 9.
- Move to the end of any message, by pressing 99.
- To skip one message, press the "*" button.
- To move from new to saved messages, press the "*" button twice.
- To back up one step, press the "+" button.

Steps for Sending Messages to other Mailboxes

Record your name for your mailbox so that when other users of The Message Center send you messages, they'll hear your name. Until you record your name, others will hear only a recording of your telephone number.

To record or change your name:

1. Upon entering your mailbox, press 4 to reach greetings, then press 1.
2. Press 5 to record or change your name.
3. Press the "*" button when you are finished.

You can send a message directly from your mailbox to another on The Message Center. Or, you can send the same message to two or more friends with just one call. There is a small charge for each message you send, but no additional toll charges.

To send a message to another Message Center user:

1. Press 2 at "Opening Choices."
2. Dial the mailbox number (the other person's phone number) followed by the "*" button, for each number. Include the area code, if it's different than your own. If phone number you dialed is not a Message Center customer, the system will let you know.
3. Press the "*" button again.
4. Press 5 to record your message.
5. When you are finished recording, press the "*" button.
 - At any time when reviewing your message, you can press 5 to re-record your message.
 - When you are finished recording, press the "*" button.
6. Next, select "Delivery Choices."
 - Press 1 to mark your message for private delivery.
 - Press 2 to mark your message for future delivery--up to 365 days later (available only on Deluxe Mailboxes).
 - Press the "*" button to send your message.

To reply to a message from another Message Center user:

- Press 4 after you hear the message to which you want to reply. Follow the recorded instructions.

To copy a message to another Message Center Mailbox:

- Press 5 after you hear a message. Follow the instructions to forward that message to another mailbox.

How to Change Your Greeting

You can easily select or change the greeting you want callers to hear. You can switch back and forth between your regular greeting and an alternate greeting from almost any touch-tone phone.

To change your personal or alternate greeting:

1. Call The Message Center and follow the recorded instructions.
 2. Press 4 at "Opening Choices."
 3. Press 2 to hear your current greeting.
- You will then have four choices:
- Press 1 to record a new **regular greeting**. Follow the voice prompts to record the greeting.
 - Press 2 to record or change your **alternate greeting**.
 - Press the "*" button to keep your current greeting.
 - Press 3 to select our automatic pre-recorded Message Center system greeting.

When you've finished, press the "*" button

To reach customer service, call toll-free 1-800-675-9005,
8:00 a.m. - 7:00 p.m., Monday-Friday
8:00 a.m. - 5:00 p.m., Saturday

For recorded instructions, call toll-free 1-800-540-9989

To order The Message Center call, toll free 1-800-273-7000



DEC 5 1994

ANSWERING AMERICA'S COMMUNICATIONS NEEDS

November 30, 1994

Mr. Steve LaPierre
ATSI
1150 South Washington Street, Suite 150
Alexandria, VA 22314

GTE California Illegally using CPNI

Dear Mr. LaPierre:

As a follow up to the article in The Telecommunicator for the week of November 21, 1994, our Burbank, CA office encountered the same problem with GTE of California calling our customers to advise them of a dramatic increase in the cost of connection to our Answering Service as of January 1, 1995 from \$2.50 to \$21.00 per month.

As suggested in the ATSI article, I contacted Cheryl Akers, the GTE answering service liaison at [714] 373-8127. Ms. Akers assured me that GTE was not specifically targeting answering service customers but was calling all customers with what they call "designed services", which includes secretarial service used to connect customers to an answering service. These customers were being advised of the rate increase as of January 1, but according to Ms. Akers, were being told to contact their answering service to explore other alternatives such as call forwarding. Ms. Akers denied that GTE representatives were soliciting TAS customers for other GTE services such as voice mail or other alternatives. When I told Ms. Akers that one of our customers had been warned that his cost could increase up to \$40 a month, Ms. Akers said that she would look into it and get back to me. When she called back, she again reiterated that after checking with the GTE personnel involved with this effort, they all confirmed that their approach was only to refer customers back to their TAS, and that there was no intent to try to convert or otherwise solicit for GTE services.

We will keep you advised if we encounter further problems in this area.

Very truly yours,

A handwritten signature in cursive script that reads "Mark C. Cohen".

Mark C. Cohen
Vice President and General Counsel

cc: Sandy Baker/Kay Stahley

150 East 58th Street • New York, New York 10155
(212) 832-9170 • Fax: (212) 755-1410



The Telephone Connection of Los Angeles, Inc.

9911 W. Pico Blvd., Suite 680
Los Angeles, CA 90035-2710
(213/310/714/818) 789-7900
(805/909) 371-8811

FAX COVER SHEET

TO: Steve LaPierre - Telco Abuse

LOCATION: ATSI

FAX: 703-684-3415

FROM: Cathy O'Kreat

DATE: 12-5-94 Pages (including Cover Sheet): 1

FAX: (310) 286 - 7676

COMMENTS:

I called GTE VOFC (800) 525-3722 on 11/8/94 to order call forwarding for a customer. I spoke with Linda. After I placed the order, she asked me if my customer wanted voice mail.

(Of course my customer wants voice mail -- but from my company!)

Order # was C2313595 on TV 714-842-8899.

The information contained in this facsimile message is confidential, proprietary and contains legally privileged information. If the reader of this message is not the intended recipient, you are hereby notified that any copying, dissemination or distribution of the information contained herein is strictly prohibited. If you have received this communication in error, please immediately notify the sender by telephone, and we will arrange for the return of the facsimile.

\\tr\\faxcvr.new



PROFESSIONAL ANSWERING SERVICE, INC.
DIVISION OF LAKE ANSWERING SERVICE

"People Answering People"

FACSIMILE TELECOPY

FAX NO. (216)255-8899

Date: November 30, 1994

To: A.T.S.I.

Attn. Of: _____

From: Mary Hurley, Moore

No. of Pages 1 Incl. Cover Sheet.

This morning, one of our physician's called to inquire
MESSAGE: about their call-forwarding not being on when they returned
to the office on Tuesday. After generating a report, I see the office
forwarded to us (TAS) on Friday at 16:48 pm. The physician asked what
could be done to ensure the calls going to his office would be answered
no matter what happens to the call-forwarding feature.

I suggested the Alternate Answer feature to my customer.
This feature was ordered and the physician called to let me know his line
would forward on the 5th ring. He also let me know that the Ameritech Rep.
suggested their (Ameritech) 30 day free trial for voicemail service. My
physician replied to the representative that he only wanted this feature,
he would never give up his "live service".

Thank you,

CONFIDENTIALITY NOTICE

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Serving the Lake County Area over Forty Years

8674 MENTOR AVENUE, MENTOR, OHIO 44060-6199 • (216) 255- 4060 • (216) 942-7456 • FAX (216) 255-8899

To: Steve Lapierre

From: Barry Adams
President
Freedom Communications

There has been a lot of promotion and hour long television series with well known Hollywood stars promoting what I believe to be an unrealistic portrayal of Memory Call. The Memory Call feature is now called answering service. I guess in it's basic context memory call is an automated answering service, but I have had several clients believe that they would actually be provided with a live operator in the sense of the public's perception of an answering service. In my opinion this is very misleading and I have had to explain this to several callers that tell me they are going to get South Central Bell's Answering Service for only \$6.95 per month.

The Bellsouth promotional program by Jerry Mathers has been particularly disturbing to me as he portrays Bellsouth's Memory Call as an actual Answering Service and not a voice mail service for what it really is.

I have also encountered numerous situations in which clients are paying for Memory Call as well as other ONA services that they were not aware that they had. I know this as fact as I assist our clients in coordinating our services with Bellsouth features to achieve maximum efficiency with their inner office telephone system.

I could go on and on Steve but I guess I have to stop somewhere. It was a pleasure meeting and talking with you at the STA convention in Memphis. I look forward to hearing from you in the future.

Barry Adams
President
Freedom
Communications



druid city/tuscaloosa answering and paging, inc.

2810 7th Street
Tuscaloosa, AL 35401
(205) 349-2700

To: ATSI
Mr. Steve LaPierre

From: Tracey Key and Jason Key

Dear Sir,

The following "horror stories" happened to our company just this past week. The events are similiar and happened when customers were taking memory call off of their south central bell telephone bills. Both customers had already made the decision to go to either our voice mail or live answering service.

The first was a law office that was converting to live answering from memory call. They told them that they would cancel this service for them. Not only did they cancel the memory call service but they also canceled the call forwarding which is how our service is used. This was not noticed until 5:00pm one afternoon so the customer had to go without any type of service until 4:00pm the next day which was when the phone company could re-connect the service. Their reasoning for this was that you did not need call forward, call forward busy line and call forward no answer unless you where using their MEMORY CALL service.

The second customer was a man that was going from memory call to our stand alone voice mail. They told him that call forward no answer would not work unless he was hooked up with their MEMORY CALL. He finally hung up in frustration but called back and asked for the supervisor. She put him on hold for 35 minutes and then came back and told him that she could do that but that it was very rare. She also told him that he needed to be aware that there would be a \$8 charge to switch the number on his call forward no answer was he sure he wanted to do this.

In closing we use to do all of this phone company calling for our customers so that they would not have to go through the abuse and trouble. We were told that the customer had to call themselves because of CPNI. No telling how many customers we have lost just because the phone company would not just give them what they asked for.

I do not wish for this to be printed in the newsletter but hope that it can show how South Central Bell really works in Alabama.

Sincerely,

ATSI MEMBER OF ASSOCIATION OF TELEMESSAGING SERVICES INTERNATIONAL INC.

Tracey Key

TOTAL P. 01/01



17/10/16

June 24, 1994.

Ms. Martha Lockwood
ATSI
1150 S. Washington St., Ste. 150
Alexandria, VA 22314

Dear Martha,

Attached is the letter of apology from Southwestern Bell Telephone Company.

When my wife called in to simply change the ring cycle on our "if no answer call forwarding", we were "unhooked" and connected to SWB's Voice Mail that same day.

This was done without our knowledge and certainly without our authorization.

Please let me know if I can provide any additional information.

Sincerely,

AVAILABLE COMMUNICATIONS, INC.

James D. Marchbank
President

csbh

Attachment

TRANSCRIPT OF TELEPHONE CALL
BETWEEN
JAMES D. MARCHBANK, PRESIDENT OF AVAILABLE COMMUNICATIONS, INC.
AND
CARLOS, REPRESENTATIVE OF SWB CALL NOTES
SEPTEMBER 1994, 2:00PM

JIM: OK, I'M SORRY WHAT WAS YOUR NAME AGAIN?
SWB: UHH, CARLOS
JIM: OK CARLOS...UHH, ALRIGHT, I WAS A LITTLE CONFUSED, YOU WERE SAYING THAT THE, ON YOUR UHH, YOUR CALL FORWARDING BUSY DON'T ANSWER
SWB: RIGHT...
JIM: THAT IS INCLUDED IN YOUR CHARGE FOR CALL NOTES.
SWB: EXCUSE ME, I DIDN'T HEAR YOU COULD YOU REPEAT THAT?
JIM: YEAH, THE CALL FORWARDING BUSY DON'T ANSWER IS INCLUDED IN YOUR PRICE FOR CALL NOTES?
SWB: WELL. IT'S A \$1.00 SEE UMM,, THE CALL NOTES, THE BASIC CALL NOTES CHARGE IN MISSOURI IS \$4.95 AND THEN IT'S A \$1.00 FOR THE CALL FORWARD BUSY NO ANSWER.
JIM: OK, AND THE UHH, BUT YOU'RE SAYING THAT THE CALL FORWARD BUSY DON'T ANSWER IS ONLY AVAILABLE WITH CALL NOTES.
SWB: UMM HUM, IT GOES ALONG W/CALL NOTES, CAUSE IT FORWARDS CALLS OVER TO CALL NOTES WHEN THE LINE IS BUSY OR IF YOU DON'T ANSWER.
JIM: BUT YOU COULDN'T USE THAT WITH ANY OTHER VOICE MAIL?
SWB: NO, BECAUSE IT'S AHH, IT'S A SWB UMM, SERVICE; AND UHH SEE UHH, HOW IT WORKS IS, WE AT THIS OFFICE, SOUTHWESTERN BELL MESSAGING SERVICES, WE PLACE AN ORDER CALL NOTES, WE PUT THE CALL NOTES ON THE PART FOR THE MAILBOX AND RECORDING THE MESSAGE AND THEN SOUTHWESTERN BELL TELEPHONE CO. PUTS THE UMM, CALL FORWARD BUSY DON'T ANSWER ON.
JIM: BUT IF THEY PUT IT ON SEPARATELY, WHAT CAN'T IT BE USED WITH SOMEBODY ELSE'S VOICE MAILBOX SERVICE?
SWB: BECAUSE UMM, THEY UMM, IT'S A SWB SERVICE.
JIM: OK, BUT A DIALTONE IS A SWB SERVICE TOO, BUT IT CAN BE USED WITH YOU KNOW, A LOT OF DIFFERENT THINGS.
JIM: BUT YOU'RE SAYING THE CALL FORWARDING BUSY DON'T ANSWER CAN ONLY BE USED WITH CALL NOTES?
SWB: RIGHT, BECAUSE YOU KNOW, IT FORWARD CALLS OVER TO CALL NOTES WHEN YOU KNOW, IF THE LINE IS BUSY OR DOESN'T ANSWER.
JIM: OK. UHH, AND HOW MANY YOU SAY, IT'S \$5.95 AND HOW MUCH IS THAT, UHH & HOW MANY CALLS DOES THAT TAKE?
SWB: UMM, WITH THE \$5.95 IT TAKES 20 MESSAGES, 20 MESSAGE CAPABILITY.
JIM: OK, AND THEN ARE THERE, WILL IT PAGE SOMEONE?
SWB: NOT ON THE BASIC CALL NOTES PACKAGE, BUT UMM, WITH THE CALL NOTES PLUS PACKAGE, YEAH, IT HAS PAGING NOTIFICATION AND IT COMES AS AN OPTION ON THE BASIC CALL NOTES PACKAGE.

THE CALL CONTINUES ABOUT OTHER FEATURES AVAILABLE THROUGH CALL NOTES...

TRANSCRIPT REVIEWED BY:

James D. Marchbank
Available Communications, Inc.

12-9-94
Date



"The One to Call On".

MARCH 30, 1994

JAMES MARCHBANK
951 BROWNWOOD DR.
ST. LOUIS, MO. 63131

DEAR MR. MARCHBANK:

PER YOUR REQUEST, THIS IS A FOLLOW UP TO OUR TELEPHONE CONVERSATION REGARDING YOUR ACCOUNT (314) 432-1664. I WANT TO AGAIN EXPRESS MY SINCERE APOLOGY FOR THE CONFUSION ASSOCIATED WITH YOUR REQUEST FOR THE CALL FORWARDING/DON'T ANSWER SERVICE.

AS YOU MAY KNOW, WE DO ACT AS AN AGENT FOR OUR AFFILIATE COMPANY, SOUTHWESTERN BELL MESSAGING SERVICES INC., TO SELL THEIR CALLNOTES PRODUCT. WHILE IT IS OUR DESIRE TO SUCCESSFULLY MARKET THE CALLNOTES PRODUCT, IT IS NOT OUR POLICY TO UTILIZE SALES OR ANY OTHER PRACTICES THAT WOULD PUT OTHER ENHANCED SERVICE PROVIDERS AT AN UNFAIR DISADVANTAGE. IN FACT, OUR GUIDELINES ARE SPECIFIC AND OUR SERVICE REPRESENTATIVES ARE TRAINED NOT TO OFFER OR INITIATE A DISCUSSION ON THE CALLNOTES PRODUCT WHEN ONE OF TWO CONDITIONS EXIST: 1) THE CUSTOMER'S EXISTING ACCOUNT ALREADY HAS THE CALL FORWARDING/DON'T ANSWER SERVICE OR THE CUSTOMER ALERTING ENABLEMENT SERVICE, WHICH WOULD INDICATE THE CUSTOMER ALREADY SUBSCRIBES TO A VOICE MAIL SERVICE OF A NON-AFFILIATED ENHANCED SERVICE PROVIDER; 2) THE CUSTOMER CALLS IN TO INITIATE A REQUEST FOR THE CALL FORWARDING/DON'T ANSWER SERVICE OR THE CUSTOMER ALERTING ENABLEMENT SERVICE. WHAT OCCURRED ON MARCH 21, 1994 WHEN YOUR WIFE CALLED IN TO CHANGE YOUR RING CYCLE, WAS THE SERVICE REPRESENTATIVE DID CHANGE THE RING CYCLE PER HER REQUEST, BUT INADVERTENTLY TYPED THE WRONG CALL FORWARDING NUMBER. YOUR ACCOUNT WAS NEVER SET UP TO RECEIVE THE CALLNOTES SERVICE AND BILLING FOR THE CALLNOTES SERVICE WAS NEVER INITIATED. SOUTHWESTERN BELL MESSAGING SERVICES INC. IN FACT, HAD NO KNOWLEDGE OF YOUR ACCOUNT.

Residence Service Center

P.O. Box 29229
St. Louis, MO 63126-0229

IMMEDIATELY UPON RECEIVING YOUR PHONE CALL ON MARCH 25, 1994, WE CORRECTED YOUR CALL FORWARDING NUMBER TO 995-1572. ADDITIONALLY, I PERSONALLY CALLED YOUR RESIDENCE AND LEFT A VOICE MESSAGE THAT CONFIRMED IT HAD BEEN CORRECTED.

AS A RESULT OF THE SITUATION INVOLVING YOUR ACCOUNT, WE HAVE REINFORCED OUR GUIDELINES ON HANDLING THE CALL FORWARDING/BUSY LINE AND/OR DON'T ANSWER SERVICES WITH THE INDIVIDUAL SERVICE REPRESENTATIVE WHO HANDLES YOUR WIFE'S REQUEST; AS WELL AS OUR ENTIRE WORK GROUP.

AGAIN, I REGRET THE INCONVENIENCE THIS SITUATION HAS CAUSED. IF YOU HAVE OTHER QUESTIONS OR CONCERNS, PLEASE FEEL FREE TO CONTACT ME AT TOLL FREE (1) 572-7694.

SINCERELY,

A handwritten signature in cursive script that reads "Ann Lakin".

ANN LAKIN
MGR SALES/SERVICE CTR. (RES)